



**GAELIC STRATEGIC PLANNING MEETING 2007**  
**8 February 2007 at North-West University, Vaal campus**

**NOTES**

**Chairperson: Dudu Nkosi**  
**Facilitator: Peter van Eldik**

**1. ATTENDANCE**

Peter van Eldik	Facilitator
Dudu Nkosi	North-West University, Mafikeng campus
Felix Ubogu	University of the Witwatersrand
Aldine Oosthuizen	North-West University, Vaal campus
Robert Moropa	University of Pretoria
Gerda Ehlers	University of Pretoria
Janet Zambri	University of the Witwatersrand
Tom Larney	North-West University, Potchefstroom campus
Dorette Snyman	Unisa
Welna van Eeden	Unisa
Di Man	University of the Witwatersrand
Nonnie van Wyk	Unisa
Lettie Erasmus	Unisa
Kay Raseroka	University of Botswana
Judy Henning	Unisa
Anette van Vuren	University of Johannesburg
Joyce Gozo	Vaal University of Technology
Mushone Mulaudzi	University of Venda
Tanya Healey	FOTIM
Jenny Taylor	FOTIM

**APOLOGIES**

Buhle Mbambo-Thata	Unisa
Hannie Sander	University of Johannesburg
Rachel More	University of Limpopo, Medunsa campus
Vivian Agyei	Tshwane University of Technology, Pretoria campus
Eunice Leseyane	Tshwane University of Technology, Ga-Rankuwa campus
Jean du Plooy	Tshwane University of Technology, Pretoria campus
Maria Mathibe	Tshwane University of Technology, Soshanguwe campus

**Pre-reading**

- GAELIC Strategic & Business Planning 2005-2007: Summary Report
- Draft Document Strategic Planning & Review 2005-2007

- Draft GAELIC Business Plan 2005-2007
- FOCUS Group Report November 2006
- Extract from Minutes of GGB meeting dated 14 November 2006
- Notes of the Survey Error meeting held on 25 January 2007

## **2. SUMMARY OF OUTCOMES OF PREVIOUS STRATEGIC PLANNING**

**SESSION** - Dudu Nkosi

*See presentation slides attached*

### **3. OVERVIEW OF MELLON GRANT APPLICATION** - Lettie Erasmus

The purpose for the application was to secure funding to conduct a detailed survey of GAELIC member libraries through site visits. There is a vast difference in level of electronic facilities and expertise throughout our libraries, so it is GAELIC's intention to bring all libraries up to a minimum standard. Since implementation of the Innovative System, mergers have taken place, necessitating consolidation of servers. Further consolidation of servers will improve the cost effectiveness of the System. A survey will provide an audit from which to work.

No response has been received from the Mellon Foundation although indications are that they are considering GAELIC's proposal for a \$50,000 (R300,000) planning grant. AGREED that if the grant is not received from the Mellon Foundation, the FOTIM Board will be asked to provide this amount.

### **4. REPORT-BACK ON SURVEY ERRORS** - Di Man

The GAELIC Institutional Survey 2005 was commissioned to profile the consortium libraries. The previous GAELIC Chairperson, Gwenda Thomas, alerted the GGB to errors in the Survey. A task team comprising Focus Group Leaders examined the document and found that the errors were largely incorrect calculations caused by careless application of MSExcel. Other errors arise within definitions and statements of fact conclusions. The most wide-reaching error is in the Headcount as this figure is used throughout the survey and affects ratios. The task team recommended that the Survey be returned to the authors for correct. They further recommended that the CHELSA measures should be applied to this and to future surveys to avoid duplication of effort, and to enable comparisons to be made internationally. AGREED that CHELSA should be approached by the Survey Error task team with suggestions for improvements in its measures, and with a request that the CHELSA document be finalized as a matter of urgency.

After extensive debate around whether to salvage the document, the potential value of the survey, the knowledge that the researchers intend to publish the document globally and use it as a teaching tool, it was AGREED that the GAELIC Chairperson would write to Peter Underwood requesting that the survey be corrected.

## **5. PRESENTATIONS BY FOCUS GROUP LEADERS**

*See attached reports*

### **Innovative System** - Lettie Erasmus

Developments in Innovative's plans focus on corporate products. Release 2006 will soon be superseded by Release 2007, although there is not yet a published list of enhancements for the latter. The next IUG-SA meeting is scheduled for April/May, with the topics public service, search and discovery. WebPAC Pro is available with a platform

for customization, and a look and feel using latest technology. SearchPro will replace MetaFind. Encore will incorporate most Library 2.0 concepts in Release 2007. Public Service products for the library environment will include 3G cell phone access to databases; e-commerce products and self-service technology for students.

Regarding maintenance costs, GAELIC currently enjoys a 5% allowance for the exchange rate but this will be reviewed soon. Users should plan for hardware to accommodate the new release - relevant information and a system check is made available with each new release. For those institutions who don't have a specialist Web person, Innopac has a team that can be contracted.

Challenges facing this Focus Group in 2007 are to integrate the 2 Limpopo library systems; to update and train staff at Venda; and to secure funding to conduct the proposed audit.

#### **Document Delivery and Support Services** - Janet Zambri

Janet acknowledged individuals who had supported the 2006 Shelveers workshop (Tom, Joyce, Rachel and Felix). A follow-up workshop is planned for 11 and 18 July and will be broadened to include non-GAELIC Shelveers. The first will be held at the Unisa Florida campus and the second at North-West Mafikeng campus. A combined Charter for these two Focus Groups, and guidelines for SLAs were written. A decision was made to increase workshop registration fees in line with the real value of the workshops. Further plans for 2007 support developing human skills - a workshop on writing CVs facilitated by Daisy Selematsela (NRF); collaboration with LIASA and SLIS. First research completed on challenges in document supply will be worked into a conference paper for presentation at the IFLA conference by Janet Zambri and Heidi Visser.

#### **Radio Frequency Identification (RFID)** - Nonnie van Wyk

Previous information-gathering has equipped this Focus Group to begin work in 2007. This technology allows libraries to add a tag to each item in the collection. The tag replaces the barcode and is loaded with data that is communicated to readers to support management processes, reduce handling, streamline procedures, enhance retrieval, provide inventory control etc. RFID is used with external services (vendors) such as OCLC. The many benefits (and disadvantages) of RFID are enumerated in the attached report.

#### **Cataloguing** - Welna van Eeden

The aim of this Focus Group is to develop skills and experience of staff in applying international bibliographic standards and to provide a platform for knowledge and information sharing. Communication and participation have been problematic in the past so the focus for 2007 will be on encouraging members: a discussion session will be held at the end of March. New developments in bibliographic standards, metadata standards. Rules and tools for development of electronic resources are just some of the issues to be dealt with. The group will continue to contribute to developments in international standards, will propagate peer reviewing, with work with LIASA and other Focus Groups to eliminate duplication of effort.

#### **Collection Management / Electronic Resources** - Dorette Snyman

5 Major development in collection management impact on GAELIC: changes in the electronic publishing environment: management of electronic resources; standards of

performance measures; sophistication of end users; alerting and RSS feeds; open-source material. 3 challenges facing this group in 2007 are: to continue support of SASLI and undertake an audit of electronic resources; to establish performance measures/benchmarks; get more involved in the SA Information Industry.

### **Shared Collection and Storage** - Di Man

Storage space in libraries is at a premium. Donations, withdrawals, material superseded by electronic databases, etc are problematic as print copies are required at backup. This is an international problem. This Focus Group will host a workshop to share information and views, to undertake a cost/benefit survey, to investigate funding, and to present findings on setting up shared facilities. There is potential to build a regional / national collection.

### **Information Literacy** - Gerda Ehlers

Contacts will be found at institutions and communication facilities such as the FOTIM Forum will be used to share experiences. Information literacy is part of institutional mission statements so academic departments will be involved. The group will meet to appoint a new leader and discuss a way forward.

### **Virtual Learning Environment** - Anette van Vuren

The aim of this group is to dovetail library services into virtual learning systems. Much work has been done on gathering theory and identifying needs. Software such as Edulink, WebCT and Blackboard are currently in use, but the concept of Library 2.0 - the pervasive library - needs to be exploited. Innovative is focusing on Search, claiming that 1/3 of searches are unsuccessful. Technologies that supports the library environment include RSS feeds, Wikis, Social Bookmarking, Mashups, etc. 3 challenges this Focus Group will attend to in 2007 are: using Encore as a model for joint funding for access to newest technologies; growing current system of linking to databases through Blackboard and WebCT; investigating Social Bookmarking.

### **OPEN DISCUSSION** - facilitated by Peter van Eldik

Focusing on the question: *how can GAELIC make a difference?* Workshop participants identified the areas to prioritize over the next 2 years:

- investigate and implement a joint integrated Innopac System - concentrate expertise
- facilitate the creation of knowledge
- R&D, upgrade staff skills ie training for utilization of electronic resources as part of R&D activities
- Training in use of various systems and databases / all resources to optimize what you have
- Consolidate servers - joint infrastructures including storage facilities, hardware and software
- Joint collection development, procurement and cataloguing centralized
- Innopac, joint maximum utilization of Innopac
- Expansion of Innovative System, shared system consolidated
- Human resource development benefits the customer the most
- Open access, scholarly information/Academy of Science Africa, joint institutional repositories, digitization, creation of knowledge
- Reducing costs by joint procurement etc
- Joint cataloguing, staff training
- Optimal utilization of electronic resources

- Coordinated rather than joint procurement
- Improved learning systems
- Training in Innopac models - functionality not being used
- Innopac System
- Human resources
- Networking
- Benchmarking - where does GAELIC want to be. All of above must meet a certain standard
- How to move into the virtual environment

## 6. REFORMULATION OF THE KEY OBJECTIVES FOR GAELIC FOR 2007-2008

Peter van Eldik

Goal:

to impact on system and facilities and contribute to creation of knowledge through open access, scholarly communication, institutional repositories, digitization

Strategic Objectives:

- audit benchmarking, Mellon grant, servers, Innopac
- training / HR
- coordinated procurement, collection development (JStor), cataloguing

## 7. PRIORITIES, TIME FRAMES AND WHO DOES WHAT - Peter van Eldik

- Goal to be re-worded and formalized by Felix and Anette
- Strategic objective 1. Judy, Lettie and Di to write a ½ page motivation to request that FOTIM release R300,000 from its current budget, and develop a plan with time frames with responsible persons.
- Strategic objective 2. Robert, Janet, Kay to undertake audit on training needs for optimal utilization of electronic resources, information literacy for customer service, Innopac modules (approach Innopac)
- Strategic objective 3. Joyce, Dorette, Nonnie, Welna to develop a plan to become financially sustainable.

Each group to write a business/activity/project plan that includes:

- Needs to be addressed (survey if necessary)
- Actions / strategy: specific tasks, time frames, how to achieve, who will do, finances
- Resources available
- Envisaged outputs (against benchmark)

Time frames:

22 Feb            formulation of the objective (½ page motivation with goal and objectives)  
 2 March            presentation of above motivation to GGB  
 31 March            draft business plan for each objective  
 15 April            follow-up ½ day session to jointly discuss plans, to get buy-in.

Networking and communications to be part of all 3 objectives.

## 8. WRAP UP AND CLOSURE

Thanks were extended to Peter for excellent facilitation; Focus Group leaders for enthusiastic input; Aldine (and Vaal campus) for hosting.